

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B702) ITIB Consolidation Administration

TA No: SLB027-Rev9

Task Area Monitor: **Alternate Task Area Monitor:**

NASA POC: **Software Control Class:**

Low Control

Type of Task: Non-Recurring Task

2. **BACKGROUND**

The system software for machines using Solaris, Linux and Windows will undergo upgrades supporting virtualization. Once this upgrade is complete, an effort to consolidate web sites, web applications, databases, file repositories, and application servers will be required. The consolidation of these applications will result in the maintenance of fewer systems which is the primary goal of this effort.

3. **OBJECTIVE**

The objective of this task is to consolidate web sites and applications hosted on the central servers implementing new security features and configuring isolated containers and systems for optimal performance.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:

System Administration, IT Security Administration, Hardware Maintenance, and System Software Management are required, and a complete listing is available at <http://146.165.42.41/FMRes/FMPro?-DB=hardware.fp5&-Lay=form&-Token=25&-Format=ZTableVw.htm&-Error=ZErr.htm&-SortField=ecn&-SortOrder=Ascend&-SortField=item&-SortOrder=Ascend&-SortField=serial&-SortOrder=Ascend&-Findall>

Maintenance of Software Developed By or For LaRC:

None.

Customer Support and IT Consultation and Training:

Customer Support and Consultation

- Respond to customer support from emails (generated by customer, Change Request System, or help desk) or business help desk within a specified period of time.

- System, security, database, and application administrators collaborate to resolve or mitigate the problem for the customer.

- Status is provided to the Technical Area Monitor of the problem, resolution, or mitigation.

- Perform trouble shooting and correction as problems are identified by end users or systems

monitoring software.

-Customer support shall not exceed 4 hours per incident or consultation without consent of TAM/Alternate TAM.

Exceptions and Additional Requirements:

System Administration

- The consolidation work to include software migration, data migration and user/group account management.
- Provide workload optimization to containers housing isolated applications.
- Verification that migrated application is functioning correctly required.

General IT Support Services Performance Metrics

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

- Exceeds: Meets" and improvements are recommended and adopted. The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 2 business days of receipt (or approval by TAM or ALternate TAM, if later) with no loss of data.
- Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 3 to 4 business days of receipt (or approval by TAM or ALternate TAM, if later) with no loss of data.
- Fails: The inventory, including status, of application software is not current and accurate. Upgrades are not installed and fully operational within 5 or more business days of receipt (or approval by TAM or ALternate TAM, if later) with no loss of data.

Performance Standard: Archiving schedules are met and systems are ready to restore.

Performance Metrics:

- Exceeds: "Meets" and improvements in recovery/archiving procedures are recommended and adopted.
- Meets: Archiving schedules are met and improvements in recovery procedures are recommended and adopted.
- Fails: Archiving schedules were not met. Systems were not ready to restore data.

Performance Standard: The contractor shall discuss or present information considering server, application, and database performance at the monthly joint review meetings. Server, application and database performance should be optimal.

Performance Metrics:

- Exceeds: Contractors made significant improvements to the server, application and database performance and discuss in detail the performance of the application, and database performance at the monthly joint review

meetings. Server, application and database performance was optimal.

Meets: Contractors made improvements to the server, application and database performance and discuss the performance of the application, and database performance at the monthly joint review meetings. Server, application and database performance was optimal.

Fails: Contractors made no improvements to the server, application and database performance and did not discuss the performance of the application, and database performance at the monthly joint review meetings. Server, application and database performance was not optimal.

Performance Standard: The contractor provides customers, TAM or Alternate TAM reasonable notification of service interruptions for system.

Performance Metrics:

Exceeds: The contractor notifies customers, TAM or Alternate TAM of scheduled service interruptions more than 8 business hours prior to interruption.

Meets: The contractor notifies customers, TAM or Alternate TAM of scheduled service interruptions 4-7 business hours prior to interruption.

Fails: The contractor notifies customers, TAM or Alternate TAM of scheduled service interruptions less than 4 business hours prior to interruption.

Performance Standard: Cost reports allow the government to accurately track the costs of development and maintenance.

Performance Metrics:

Exceeds: The contractor provides to the TAM a monthly report by the 15th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided. Reports are provided by the 15th of the month at least 6 times per year.

Meets: The contractor provides to the TAM a monthly report by the 20th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided. Reports are provided by the 20th of the month at least 10 times per year.

Fails: The contractor does not provide to the TAM a monthly report by the 20th of the month, containing all of the information as stated in the work area requirements. Overruns are not highlighted, explained, and revised estimates are not provided.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None

10. JOINT REVIEW SCHEDULE

Refer to SLB033 for Joint Review schedule. The work performed under this task shall be reported as a separate agenda item during the regularly scheduled biweekly review.

11. PERIOD OF PERFORMANCE

This TA is effective from 10/01/02 to 01/31/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the Contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Recovery Validation	Quarterly
2	Backup and Security Plan	As required for modified instance

3	Procedural Documentation	Required on tasks identified in CRS
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17. FILE ATTACHMENTS

None.